



Subject: Important Update from HYPERBC

Dear valued customer,

Thank you for your continued use of our products. We sincerely apologize for the delays in your KYC verification process and the inconvenience caused to you.

Due to the malfunctions of the KYC system, currently we are manually processing KYC verifications for a large number of applicants, which is expected to take a considerable amount of time. As we are urgently working to improve our system to expedite the KYC verification process, we have decided to provide the following solution to the Affected Customers (defined below).

Affected customers:

Customers whose KYC has not been verified

Customers not affected:

Customers whose KYC verification is complete

Affected customers will promptly receive an OT card from their agents. Please contact support team should you have any questions in this regard.

We deeply regret any inconvenience this may have caused.

The HyperBC Team